



Massachusetts Rehabilitation Commission

## VOCATIONAL REHABILITATION SERVICES

# Competitive Integrated Employment Services (CIES) SFY2016

### Program Description

The MRC Competitive Integrated Employment Services (CIES) program provides assessment, skills training, job placement, initial supports, interim supports, and ongoing support services to assist consumers in their efforts to choose, obtain, and maintain competitive employment in an integrated work setting. Through the six CIES service components, consumers are able to receive the individualized services and supports they need to achieve and maintain successful employment opportunities throughout the Commonwealth of Massachusetts. CIES services may carry over from year to year.

### CIES Components

1. Intake, Evaluation, & Assessment	2. Job Education & Skills Training	3. Job Development & Placement	4. Initial Supports	5. Interim Supports	6. Ongoing Supports
Consumer completes evaluation and assessment to determine vocational strengths and goals	Consumer receives sufficient training or education placement in competitive employment	Initial competitive employment is found and retained for at least 30 days.	Consumer progresses towards job stability and receives support from day 30-90. (SEO is retention of job at 90 days.)	Consumer receives supports at any time based on need, in order to maintain competitive employment.	Consumer receives supports when needed following first 90 days of employment.

### CIES Placements and Successful Employment Outcomes (SEOs)

Outcome	SFY 2013	SFY 2014	SFY 2015	SFY 2016
<b>Total Served</b>	3,234	3,179	3,618	3,444
<b>Placements</b>	928	951	1,161	1,164
<b>SEOs as % of Placements</b>	83%	81%	77%	91%

The percentage of placements and successful employment outcomes (SEOs) as a percentage of the total number of consumers served has increased overall, demonstrating performance gains. Between 2013 and 2016 there was an 8% increase in consumer placements which resulted in successful employment outcomes. MRC also saw a 16% increase in successful employment outcomes in SFY2016.

### SFY 2016 CIES Budget

<b>SFY 2016 CIES Budget</b> (total obligated)	\$9.11 million
<b>SFY 2016 CIES State Funded Ongoing Supports</b>	\$1.67 million

### Program Design

The CIES program is made up of six component services that assist consumers in achieving competitive employment. Consumers enter or exit component services based on need. The key measures of success for the program are the number of consumers placed in jobs for 30 days or more, called Job Placements, and the number of consumers employed beyond 90 days, called Successful Employment Outcomes (SEOs).

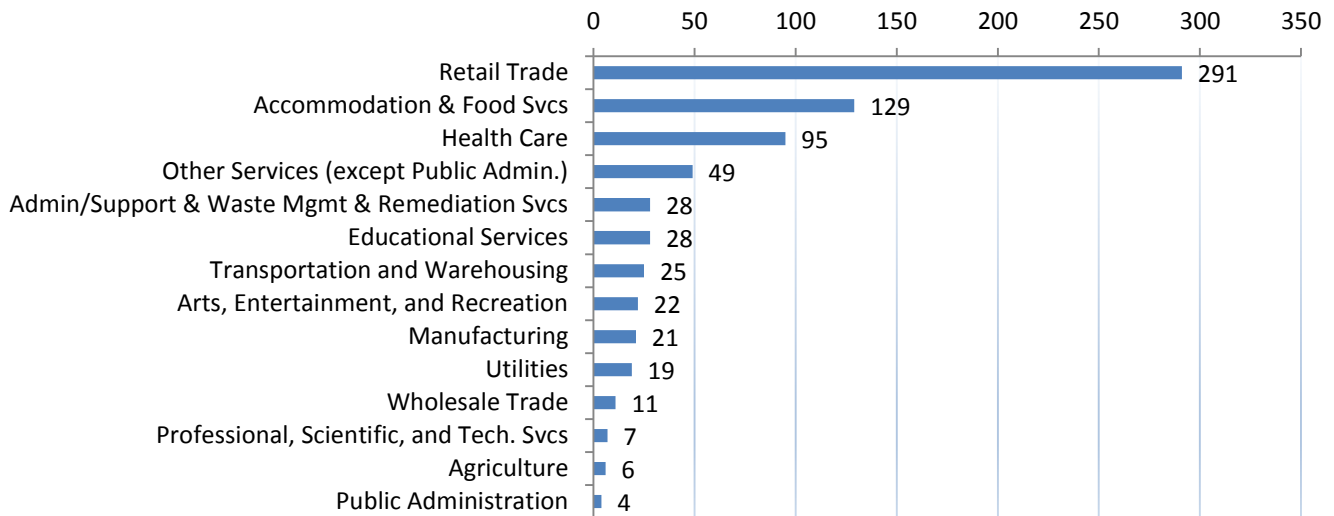
The State contracts with Qualified Community Rehabilitation Providers (CRPs) to deliver the CIES services. Providers are paid on a performance basis during the initiation and completion phases of services. Using a data management and billing system called EIM (Enterprise Invoice Management), the MRC CIES team tracks enrollment, expenditure, and outcomes. Data from the EIM system allows detailed analysis of provider performance and program results.

### High Level Results

CIES providers have consistently expended about 60% of resources on the Job Development and Placement component. A total of 1,164 consumers placed in a job as a percentage of all consumers served has steadily increased in recent years. In SFY 2016, 91% of all CIES placements, or 1,064 individuals, reached successful employment outcomes. These consumers achieved combined annual earnings of approximately \$10 million.

## CIES 2016 Job Placements by the North American Industry Classification System (NAICS)

CIES consumers are placed in a wide variety of occupations across Massachusetts. Retail Trade, followed by Accommodation & Food Services, and Health Care topped the list of industries/occupations where CIES consumers were placed.



## CIES Wage Outcomes (SFY 2016)

# of Consumers w/ 30+ Day Job Placement	Total Hourly Wage Range	Average # of Hours	Range of Avg. # of Hours Across Districts	# Retaining Job for 90+ days	% of Placements to SEOs	Cost per SEO
1,164	\$10.00 - \$35.00	20.7	19-22	1,064	91%	\$7,716

## CIES Service Component Rates SFY2016\*\*

Rate Category	Component 1: Evaluation	Component 2: Training	Component 3: Placement	Component 4: Initial Supports	Component 5: Interim Supports	Component 6: Ongoing Supports
Initiation Phase	\$160	\$875	\$ 1,765	\$630	\$36.04 / hour	\$38.56 / hour
Completion Phase	\$642	\$1,313	\$ 2,647	\$946		
Total	\$802	\$2,188	\$4,412	\$1,576		

(By law, all established rates are multiplied by 1.07% in Dukes and Nantucket Counties)

\*\*Note-Rates were increased for SFY2017 starting July 1, 2017. These will be reflected in the FY2017 fact sheet.

## CIES Benefits

- In SFY2016, 1,164 CIES consumers were placed in employment for 30 days or more and 1,064 achieved successful employment outcomes.
- A high percentage of placed individuals (over 80%) achieve successful employment outcomes in CIES.
- CIES consumers work in a wide variety of competitive occupations throughout Massachusetts.
- Providers are paid on a timely basis and are assisting consumers in finding competitive employment.
- Over 800 individuals in need of ongoing supports to maintain employment remain competitively employed through CIES services.

## CIES Performance Summary

The MRC CIES management team continuously monitors and evaluates performance quality to ensure the best possible consumer employment outcomes, using tools such as site visits, monthly data analysis and reporting, quarterly management team meetings, and annual provider and consumer surveys. The percentage of consumers placed who achieved a successful employment outcome increased by 14% from SFY2015 to SFY2016 and the number of successful outcomes increased by 16%. The CIES program continues to achieve high performance and to positively impact consumer employment outcomes.